

	MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES CHILD AND ADULT CARE FOOD PROGRAM	ISSUED	REVISED	CHAPTER	SECTION
	EMERGENCY/HOMELESS SHELTERS POLICY & PROCEDURE MANUAL	6/1/02	4/09	9	9.4
CHAPTER Chapter 9. The Monitoring Visit		SUBJECT Monitoring Visit Report			

The shelter shall receive a monitoring visit report within one month of the on-site visit. The report and cover letter will outline any comments, findings, recommendations, and required actions. If a discrepancy is found in the meal count verification resulting in an overclaim, the Missouri Department of Health and Senior Services – Bureau of Community Food and Nutrition Assistance (MDHSS-BCFNA) will process a revised claim. A written Corrective Action Plan (CAP) response to any action items is required within three weeks of receipt of the monitoring visit letter.

If MDHSS-BCFNA does not receive the response within the given time frame, the shelter will receive a reminder letter outlining the requirement to submit a CAP. If, after the second notification, MDHSS-BCFNA does not receive a response, a letter will be sent notifying the shelter that it is seriously deficient for non-compliance with Program requirements and the shelter will be given 15 days to comply. If the shelter fails to respond within 15 days after notification of being declared seriously deficient, MDHSS-BCFNA will send a letter proposing to terminate the institution from the CACFP in accordance with Program regulations.

Upon receipt of the shelter's CAP, the MDHSS-BCFNA Nutritionist will determine if all actions are satisfactorily addressed. If the response is not satisfactory, further corrective action may be required.

If the monitoring visit reveals serious problems at a shelter, the MDHSS-BCFNA Nutritionist will take follow-up action. The follow-up could be a return visit to the shelter within 90 to 180 days and/or a requirement that the shelter submit monthly records to the MDHSS-BCFNA for review to substantiate claims for reimbursement.